

I am hearing VRS user, have Deaf family and interpret at a VRS call center. A speed of answer regulation has serious impacts on quality. If your every communication depended on another I'm sure you would prefer someone who was fluent and certified rather than someone who had a rough idea of your language. Communication can have serious health, social and financial impacts on individual lives. I certainly wouldn't want a Doctor who thought she "knew enough to get by" to treat my family. If a speed of answer regulation is enacted, that is what will be forced upon my family. There is an interpreter shortage with respect to those who are fluent enough in both languages. Please don't do this.

Thank you,
Michelle Martinez